

**San Jose/Evergreen Community College District
Classified Executive Management Job Description**

Position: Associate Vice Chancellor, Information Technology Services & Solutions

Department: Information Technology Services & Solutions

POSITION PURPOSE

Under policy direction, the Associate Vice Chancellor, Information Technology Services & Solutions plans, organizes, directs, and administers the Information Technology Services & Solutions (ITSS) department including information technology infrastructure and services and distributed information technology across college campuses; serves as a liaison with colleges on technology infrastructure utilized for instruction and business operations; participates in District policy making and provides highly responsible and complex administrative support to District management; serves as District Chief Information Officer; and performs other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification, and assigned duties may include work that is similar, related or a logical assignment to this class.

1. Plans, directs, controls, integrates, and evaluates the work of ITSS department directors, managers and staff responsible for the District's technology infrastructure; leads the planning, development, implementation and operation of software application systems, data center infrastructure, Enterprise Resource Planning (ERP) system and applications including financial and student information systems, communications systems/services and distributed IT operations.
2. Articulates a vision for ITSS that defines emerging needs and trends, leads a strategic planning process that guides new programs and services, and brings a holistic perspective/approach to District needs and priorities; leads the development and implementation of the District Technology Master Plan in partnership with District and college leadership.
3. With subordinate directors and college managers, establishes standards for hardware, software, office automation, audio-visual and communications equipment; establishes operating and usage policies and procedures; ensures all information systems and networks operate according to District and accreditation standards and state and federal rules and legal requirements.
4. Directs and manages the work assignments and performance of assigned managers and staff; interviews and participates in selecting employees; trains, counsels, and disciplines personnel according to established policies and procedures.
5. Establishes the skills and competency requirements of information technology staff based on current needs and emerging technologies; plans and facilitates training and professional development opportunities for assigned staff.
6. Develops and administers the annual budget for the ITSS department's operations; determines staffing and resource allocation in response to needs and priorities; leads the development and allocation of the Districtwide information technology capital budget; directs and monitors the implementation of adopted budgets; determines and executes technology resource allocation in response to needs and priorities; directs the technology evaluation, cost analysis, and procurement processes.
7. With department and college leadership, prioritizes technology projects based on Districtwide initiatives, goals, priorities and available funding; provides management oversight of project objectives and milestones and delivers status updates to end-clients and executive management.

8. Ensures the timely preparation, maintenance, submission, and distribution of reports and records required by federal, state, local, and District regulations and policies; with directors, maintains data integrity and regulatory compliance, and supports operational efficiency and decision making through availability of accurate and consistent data; ensures compliance with the Chancellor's Office, and state and federally mandated reporting requirements and timelines including the District's Management Information System (MIS) submissions.
9. Monitors industry trends, best practices, and advancements in information technology and determines changes needed to maintain the organization's technology systems performance, accessibility, and security; promotes the effective use of technology resources including automating routine processes and procedures for efficiency of operations.
10. Develops and implements information security strategies and plans to prevent the unauthorized use, release, modification, loss or destruction of data and other information assets; with ITSS directors and college managers, ensures compliance with standards related to privacy, data security, accessibility and other legal requirements for systems operation and the use of operational, instructional and student data and digital assets.
11. Leads efforts to establish and adopt a systematic project management approach for IT projects; researches and assesses future technology options for high-data quality, integrity, and security; increases departmental efficiency and reduces service management costs by developing a framework and library of best practices for IT Service Management (ITSM) solutions.
12. Serves as chief technical advisor to senior leadership in areas related to priorities, projects, policies, procedures, activities, needs, issues, and opportunities; partners with IT directors across the District to integrate security into operational processes.
13. Integrates the use of institutional research and data analysis to make informed institutional decisions including evaluating priorities, program review, and budgeting; represents the District in negotiations for services and supplies.
14. Participates in participatory governance consultations and collaborations with District and college committees, advisory groups, academic senate and other employee and student groups.
15. Attends Board meetings and District committee meetings; researches background information and prepares agenda items and reports; tracks status of Board items and verifies required deadlines are met.
16. Leads and serves on committees pertaining to ITSS and represents the District at local, regional, state and national conferences, meetings, workshops and training seminars; chairs ad hoc committees as assigned.
17. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Advanced knowledge of the principles and practices of public administration, including long-range goal setting and strategic planning, program development, implementation and evaluation, project management, procurement and public records management.
2. Cloud computing, computer applications, enterprise resource planning systems, student information systems, systems security, operating systems, hardware, peripherals and telecommunications systems used in a higher-education environment.
3. Principles, practices and methods of technology security, vulnerability management, backup procedures and disaster recovery plans.

4. Instructional support software, technologies and other technology-driven instructional delivery tools.
5. Computer programming languages, utilities and applications used in the District.
6. Database management systems, data governance, reports, data warehouses and dictionaries.
7. Principles and practices of project management, leadership, and supervision.
8. Budget preparation, control, funding and regulations regarding the use of funds.
9. District organization, operations, mission, strategic objectives, policies, procedures, and rules.
10. Principles of effective, efficient, and equitable public administration and organizational management, leadership, and operations.
11. Federal, state and other applicable laws and regulations and District policies and procedures governing information technology including applicable sections of the California Education Code, Title 5, Family Educational Rights and Privacy Act (FERPA).
12. Theories and techniques of negotiation, mediation and conflict resolution.
13. Principles and practices of effective management and supervision.
14. Principles and practices of strategic planning.
15. Principles and practices of organizational improvement and culture change.
16. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

Skills and Abilities to:

1. Plan, organize, direct and evaluate the programs and activities of the ITSS department.
2. Understand the needs and interests of multiple stakeholders and formulate conceptual frameworks and technology plans to achieve integrated, efficient and cost-effective technology solutions.
3. Direct the planning and implementation of a complex and integrated information system and technology infrastructure.
4. Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations to the Chancellor and Board of Trustees within applicable laws, regulations, policies, procedures, rules, and effective business practices.
5. Develop strategic initiatives and oversee the development of long-term plans and proposals to support instructional, student success and business objectives.
6. Identify, address and assist in negotiations to resolve problems and conflicts among individuals and groups with diverse and varying opinions and concerns.
7. Ensure the availability and integration of accurate and relevant data from multiple sources used to analyze complex administrative, operational, and policy issues/problems.
8. Apply sound critical thinking skills in evaluating options and alternatives, reaching conclusions and recommending appropriate courses of action.
9. Prepare clear and concise reports, internal and external communications, presentations and other written materials for a variety of technical and non-technical audiences.
10. Present solutions to management with confidence and effectiveness.
11. Direct, schedule, coordinate and evaluate the work of assigned employees.
12. Build and foster knowledgeable, cohesive and effective work teams.

13. Establish and maintain cooperative and effective working relationships with others.
14. Attend meetings and events, which may be at night, on weekends or on holidays.
15. Operate a computer, assigned office equipment and standard business applications.

Education and Experience:

1. A bachelor's degree in computer science, information technology, business administration, educational technology or a related field,
2. Seven years of senior-level management experience in the field of information technology.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socio-economic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students served and sensitivity to and knowledge and understanding of groups historically under-represented, and groups who may have experienced discrimination.

Desirable Qualifications:

1. At least three years of experience working in a multi-college, higher-education environment.
2. A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program or the ability to travel to other District campuses and locations.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, subject to frequent interruption and intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than assigned work site, and occasional evenings, holiday and/or weekend work may be required.

Physical Demands:

While performing the duties of this class, the employee is primarily in a stationary position and is required to move about the office to access office machinery, files, etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 25 pounds.

Mental Demands:

While performing the duties of this class, the employee is regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: December 9, 2025

Salary Range: EM-3

EEO Category: 2B1- Executive/Administrative/Managerial